



## The AMEDD

# Train-The-Trainer Newsletter

Volume 2, Number 8

## *COE alumni refreshed, refueled and refocused!!*

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**TERRY HILL**  
COE Graduate

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In July 1998, the second graduating class from the Center of Excellence for Customer Relations Train-The-Trainer course departed Seattle to destinations throughout the Medical Command. The classmates were fired up and ready to perform a facelift in attitude back at their installations; removing one wrinkle at a time.

After 15 months of conducting intense Customer Relations training, it was time for a break.

Eight members of the July 98 class, along with two students from other past classes, met at the Doubletree Hotel in Seatac, Wash. for a refresher course. This two-day course was an excellent forum to exchange ideas, teaching methods and tools. It was also a chance to get reacquainted with friends.

COL Rita Jacques, deputy commander for Nursing and Operations at Madigan Army Medical Center (MAMC), welcomed the attendees back

to Washington. She kick-started the course by getting feedback from each class member regarding their individual successes and failures/road blocks.

The course director, Michael (Mike) Meines – the MAMC Public Affairs Officer, took the reins and started running. (Of course he may have been running because he was the only man at the conference!)

The remainder of the MAMC PAO staff, Sharon Ayala, Sherla Brockway and Johanna (Jody) Nelson kept him organized. (Sherla kept him on track and on time while Jody kept the camera flashing.) The focus of this workshop was to determine where the MEDCOM currently stands in its endeavor of Constructing Corporate Cultural Change, and where it's heading. Mr. Meines stated, "This program is good, but it can get better." He reminded the group that in order to achieve success, the program must be tailored to fit each MTF.

The majority of the course consisted of the classmates presenting highlights of their individualized programs to

each other. Karen Linke, from the Western Regional Dental Command explained that she had been invited to join the Train-The-Trainer faculty. Along with that duty, she has presented her course to many aspects of the Dental Community. Her secret tool is a videotape of the song, Zippa-Dee-Doo-Dah. She plays the tape and gets the class to sing along.

Cheryl Turner and Lezlie Edwards from Fort Hood, Texas started their course with a skit. Debbie Bosco, from Fort Drum, New York plays different kinds of music before her presentation and during breaks, making it easier to keep the students' attention. The Fort Wainwright, Alaska duo of SFC Suzan Zehner and SSG Zina Roberts start their program with two soul searching questions. The tag team of Cindy Sallee and Terry Hill from Fort Riley, Kansas use a video tape entitled It's a Dog's World to begin their class. These are all examples of icebreakers that aid in reaching the student. They all agree that if you can't reach them, you can't teach them. Karen Linke

contended, "Speak from the heart; they'll know when it's sincere."

The class viewed several videos used as teaching aids. They discussed methods to get around the roadblocks and enhance the successes. Some told stories that touched the heart, while others made the group laugh to tears. COL Kathy Simpson of Fort Jackson stated that she must stop being selfish and let others help teach the classes. Sara Parker demonstrated ways to use the program in non-patient arenas.

This group was obviously pumped up – so why the refresher? Cheryl Turner said, "This gives me the reassurance that I'm on the right track." Lezlie Edwards added, "This shows that I'm not just a small fish in a big ocean floundering by myself. I'm part of a real team!"

Mr. Meines gave the group a mission – "Be prepared to tell me how you've spread it beyond!"

There was time for one last group hug, then they parted; refreshed, refueled and with a focus on new horizons.

# Refresher afforded attendees the opportunity to



"I wasn't born a Colonel!"



"Mom of Fort Drum."



Do you want to go first?



"Darnall delivers the most babies!"



I have good news and I



CHPPM has the most technically-advanced Customer Relations program.

## GOODBYE

*"They departed refreshed, refueled and with a focus on new horizons."*



Debbie Bosco and Mike M



# to showcase their Customer Service programs



Congratulations Chuck, you deserve a COE pin.



Graduates were reunited for a two-day Customer Service Refresher Course.



have bad news!



Zipiti-do-da, Zipiti-day, my-oh-my, what a wonderful Day!



"We need to break down the barriers."



eines share a joke!



Member of the "We Care Team."



The social was a perfect opportunity to play catch-up!

# It's the "FISH" Gang

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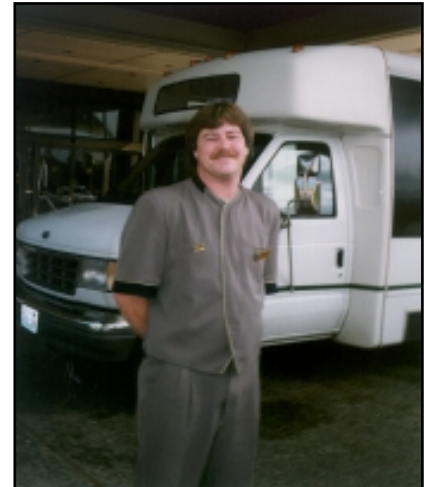


R  
E  
F  
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Seattle, we love you!



Remember to play with your customers!



Hey gang, remember him?



Hey, it's the guy from the FISH video!



Fresh crabs from Seattle Fish Market.